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Maintenance of Supplies and Equipment
Domestic Appliance Repair and Replacement

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Summary. This pamphlet provides information about appliance-repair services available through the Domestic Appliance Repair Contract.

Summary of Change. This revision makes administrative changes throughout.

Applicability. This pamphlet applies to Army in Europe personnel who have Government-owned appliances.

Forms. AE and higher level forms are available through the Army in Europe Library & Publishing System at <https://aepubs.army.mil/>.

Suggested Improvements. The proponent of this pamphlet is IMCOM-Europe (IMEU-HNS, DSN 475-8153). Users may suggest improvements to this pamphlet by sending DA Form 2028 to IMCOM-Europe (IMEU-HNS), Unit 28130, APO AE 09114-8130.

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1. What is the Domestic Appliance Repair Contract?

The United States Army Installation Management Command, Europe Region (IMCOM-Europe), has a contract with a European appliance-repair company that guarantees your appliances will be quickly repaired or replaced if they break down. This contract covers Government-owned appliances for—

- Family housing.
- Private-leased housing.
- Government-leased housing.
- Nonappropriated fund (NAF) activities (household-type appliances (repair only)).

After receiving the repair workorder, the contractor should respond within 24 hours. You will have to wait a little longer for service if your appliance breaks down over the weekend. The contractor does not work on Saturdays, Sundays, or German holidays.

For emergencies, contact your local directorate of public works (DPW) or the POC for emergencies in your area; they can help you get loaner appliances such as tabletop stoves (with two burners and a small microwave-size oven) and small refrigerators.

2. What equipment is covered by the contract?

Equipment covered by the contract includes only Government-owned—

- Dishwashers.
- Exhaust hoods for ranges (repair and exchange only), including fire-suppression systems.
- Freezers.
- Garbage disposals (repair only).
- Gas and electric ranges.
- Gas and electric water heaters for apartments (up to 25 liters) (repair only).
- Icemaking machines (free-standing).
- Light fixtures (installation and disconnection) (in private rentals only).
- Microwave ovens.
- Refrigerators (also with icemakers).
- Washers and dryers.

The contract does not cover large, heavy-duty, food-service equipment in commissaries and dining facilities.

3. What are my responsibilities when I have Government-owned appliances in my home?

When requesting repairs, issues, or turn-ins for your household appliances, be sure to be home for your appointment. If you cannot be home, you must notify the DPW workorder section ahead of time or make arrangements with a trusted neighbor to ensure the repair worker has access to your appliance. The Government must pay for every service call the contractor makes, even if the customer is not home.

You are responsible for remaining with the appliance when it is in use. You also must turn off faucets for washers and dishwashers before leaving your home to prevent water damage from burst water hoses or defective faucets.

Perhaps the most important thing you can do is to treat your appliance with proper care and keep it clean. Dirty appliances are more than a health hazard; they break down more often and are more difficult to repair.

4. May I have my personal appliances repaired under the contract?

No. The contract covers only Government-owned appliances. You must make your own arrangements with the Army and Air Force Exchange Service, Europe, or a local firm for service or repair of your personal appliances.

5. Who pays for appliance repair or replacement?

The Government pays for repairs and replacement appliances from one of several funds, depending on whether the appliance is in Family housing, bachelor housing, Soldier quarters, or a NAF activity.

- For appliances in Family housing, private rental housing, and Government-leased housing, the Army Family housing funds are used for repair or replacement.
- For appliances in bachelor housing or Soldier quarters, Operations and Maintenance, Army (OMA), funds are used for repair or replacement. The unit using the appliance does not pay for repair or replacement costs.
- For NAF appliances, the activity using the appliance will pay for repair or replacement.

6. Do I ever have to pay?

If you or your Family members or guests damage your appliance, you will have to pay for the repair or replacement of the item (for example, if you puncture the cooling tubes in your refrigerator while trying to chip ice off the wall with a knife, or your children sit or stand on the oven door and break it). Repair costs are calculated with current vendor rates and replacement costs are calculated with current depreciated value based on the maintenance expenditure limit. Any additional delivery costs resulting from damages will also be charged to the Soldier based on current vendor rates.

7. What do I do if one of my Government-owned appliances breaks down?

Before you report a broken appliance, make sure the appliance is plugged in and has not blown a fuse or tripped a circuit breaker. If the appliance is a washing machine, make sure the water is turned on and the drain is not clogged. If the power is on and the appliance still does not run or runs badly, call the DPW workorder section. The telephone number is listed in your Army Community Service telephone and information directory.

If the broken appliance is a washer or dryer in a Government-quarters laundry room, the designated building coordinator should place the request for repair service. This prevents multiple calls for the same appliance.

8. When I report a broken appliance, what information should I give?

- Your name and a telephone number where you can be contacted.
- Your street address, including your apartment number. If you live in Soldier quarters, give the building number and the location of the appliance in the building. You or the first sergeant should ensure the appliance is accessible and make arrangements to meet the contractor.
- The type of appliance, including the make, model, and (if possible) the inventory number. This information will be on a white label attached to the front of the appliance or on a red label on the side or rear of the appliance.
- A complete description of the problem. (For example, “My refrigerator makes loud rattling noises and does not get cold,” or “When I press the run switch on my dryer, the switch clicks and nothing happens,” or “The broiler in my oven does not work,” or “The water does not drain from my washer.”)

The more information you can give about the type of appliance and the nature of the problem, the better the chance that the contractor can bring the correct repair parts and fix your appliance on the first visit.

9. How does the workorder section respond?

The workorder-section reception clerk will ask when you can be at home for a service call and make an appointment with you. If you cannot be at home the whole day, the clerk can schedule a morning or afternoon appointment.

Because the workorder section cannot know how long repairs will take, the clerk cannot precisely schedule the time of your repair call. For morning appointments you must be home from 0730 to 1300. For afternoon appointments you must be home from 1200 to 1800.

If you cannot be home for your appointment, reschedule the service call or give the clerk the name of a neighbor you trust with the key to your home. Remember, it is your responsibility to keep your appointment.

10. What happens during a service call?

The most important thing is to be home for your appointment. If you are not home when the repair worker arrives, your repair request is dropped and you will have to request a new appointment. The Army must pay for all service calls even if the repair worker cannot get into your apartment. You are wasting Government money when you schedule an appointment and are not home when the repair worker arrives.

After the work is finished and before you sign the workorder, make sure the repair worker has correctly entered the time the work was started and completed. The repair worker will give you copy 4 (pink) of the workorder and a customer survey form. Complete the survey and drop it in the nearest Army post office mailbox to provide feedback on the quality of service you received.

11. Will repair workers speak English?

Most repair workers speak and understand enough English to do their job. If you have given a good description of your appliance and the problem to the DPW workorder-section reception clerk, the repair worker should not need to ask too many technical questions.

If you have a problem communicating, call the DPW workorder section where you first reported the broken appliance. Someone there will help translate.

12. How quickly will my appliance be repaired?

The contractor will try to repair all appliances within 24 hours. This time limit starts from the time the workorder section informs the contractor of the broken appliance.

The contractor works from 0730 to 1800, Monday through Friday. On these days, if you report a completely nonfunctioning freezer, refrigerator, or range before 1600, the contractor will try to repair it that afternoon.

The contractor will not accept workorders on Saturdays, Sundays, or German holidays; the contractor does work on American holidays that do not fall on German holidays.

13. What if my appliance cannot be repaired on the first call?

If the service center staff has to order your repair parts, your appliance will be replaced after a 10-day waiting period. However, broken appliances in laundry rooms, Soldier quarters, or NAF activities will not be replaced after 10 days but will be tagged “waiting for parts.” If several washers are tagged in one laundry room, the contractor should recommend the appliances be replaced.

When the contractor has the necessary parts, the workorder-section reception clerk will schedule another appointment.

14. What if I have an emergency?

An emergency is a situation that threatens life or property (not including food). Examples of emergencies are gas leaks, broken water pipes, fires, or short-circuited appliances that give shocks. If your call is an emergency, the DPW staff will respond as quickly as possible to solve the immediate problem. The DPW workorder section will then contact the contractor as soon as possible to repair or replace the appliance in the established time limits.

15. Is it an emergency if my refrigerator breaks on the weekend?

No. It is a severe inconvenience but not an emergency. If your refrigerator breaks down and you cannot get service for several days, ask your neighbors for help. They may be willing to store your perishables in their refrigerators and lend you ice chests until your refrigerator is fixed.

If you do not have a neighbor you can ask for help, DPW or the POC at your garrison can help you get a small refrigerator to use until yours can be repaired. Your local DPW or base support battalion can also help you get a loaner tabletop stove if your range is totally inoperable.

16. What if the repair workers damage my home when they repair the appliance?

The contractor must pay for any damage repair workers cause when repairing or replacing appliances. If repair workers damage your home (for example, they deeply scratch a wooden floor when bringing in a new stove), be sure to note the damage on your workorder before signing it. You should also list the damage on your customer survey form and mail it in. The workorder-section reception clerk will make an appointment with you to repair the damage.

17. What if my appliance is not reparable?

If you live in Family housing, bachelor housing, or Soldier quarters, the workorder-section reception clerk or the repair worker will make an appointment to replace the appliance.

When the contractor decides the appliance is not reparable, you should receive a replacement within the following times:

- 48 hours for refrigerators, freezers, and ranges.
- 72 hours for dishwashers, washers, and dryers.

Remember, delivery personnel do not repair appliances.

18. May I turn in my appliance without cleaning it?

No. If your appliance is going to be removed, you must clean it first. The contractor is not responsible for cleaning. Your appliance should be clean enough that you would not mind having it returned to you.

19. Is the appliance repair or replacement procedure different for each type of quarters?

The procedure is the same whether you are in bachelor housing, Soldier quarters, or Family housing.

20. What if I have an appliance in a NAF activity?

If an appliance in a NAF activity is not reparable, the repair worker will inform the activity manager. An inspector will verify the appliance is not reparable and “red-tag” it. The inspector will give the manager the paperwork needed to dispose of the appliance and order a new one.

21. What repairs can I do myself?

Your self-help store has a number of items (for example, burner drip pans, knobs, refrigerator light bulbs, shelves, handles, dryer filters) that you can replace on your appliance. However, some items will not be exchanged just because they are dirty. For instance, burner drip pans must be cracked, rusted through, or damaged in some other way to be replaced. You must bring the broken part with you or you will not get a new part.

Be sure you know the make and model of your appliance. This information is located on the appliance’s inventory tag.

You can help care for your appliances by—

- Ensuring you *do not* use sharp objects like knives to clean an appliance or to chip frost out of the refrigerator.

- Cleaning the lint filter each time you use the dryer. This will keep the lint from building up inside the dryer housing and help keep the dryer from overheating (which can start a fire).
- Adding a special water-softening salt to your dishwasher. You can buy this dish-washing salt in the commissary. If you do not use the salt, lime will build up in the dishwasher's pipes and nozzles and your dishes and glasses will start turning gray. The manufacturer's instruction manual can tell you where the dishwashing-salt compartment is located. Be careful, however, not to put detergent into the dishwashing-salt compartment (this will ruin the dishwasher and you may be held liable).
- Ensuring heavy loads are *not placed* on open oven doors. Children sitting or standing on the door may break the door or cause the range to tip. Tipping the range can cause injuries, especially if pots or pans filled with hot food slide off the stovetop.
- Cleaning or replacing the range exhaust-hood filter. This will keep the grease from building up and catching fire. You can clean metal filters in the dishwasher. Replacement paper and fleece filters are available in self-help stores.
- Cleaning ceramic-top ranges with only special cleaning products made for those surfaces; other cleaners will scratch and damage the ceramic surface. Be sure to immediately wipe any spills, especially grease and sugar, to prevent their burning into the surface and becoming impossible to remove.
- Ensuring you have instruction manuals on how to operate and care for your appliances. Instruction manuals are provided when appliances are delivered. If your manuals are missing, contact the workorder-section reception clerk who can order a copy from the contractor.